8-27-05

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ATTORNEY DOCKET NO: SSM-9

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:	Jochen KAPPEL et al.) Group Art Unit:	3627	
Serial No:	09/819,446) Examiner:	L. Jasmin	
Filed:	March 28, 2001 AUS 1 9 2005) Our Client ID:	22827	
Confirmation No:	2724 PADEMARY OF) Our Account No:	04-1403	
Title: CUSTOMER (CARE AND BILLING SYSTEM	ý		
Commissioner for Pate Post Office Box 1450 Alexandria, VA 22313	3-1450 <u>RESPONSE IN ACCORD</u>	ANCE WITH 37 C.F.R. §1.111		
This is a <u>response</u> /amendment/letter in the above-identified application and includes the herewith attachment of same date and subject which is incorporated hereinto by reference and the signature below is to be treated as the signature to the attachment in absence of a signature thereto.				
	nts (if any) have been calculated as show	n below:		
	Claims Highest			
	remaining number			
	after previously Presen	nt	Additional	
	amendment paid for Extra		Fee	
Total Effective Claims	<u>20</u> minus <u>20</u> =	X \$50 =	\$	
Independent Claims	1 minus 3 =	x \$200 =	\$	
	oper multiple dependent claim(s) into the	is application for first time, add		
\$290.00 (per applicatio			\$	
	et an <u>original</u> due date of <u>08/19/2005</u> made for an extension to cover the date t		_	
	d (1 month \$120; 2 months \$450; 3 mon		e e	
5 months \$2,160	d (1 month \$120, 2 months \$450, 5 mon	uis \$1,020, 4 monuis \$1390,	Φ	
	enclosed, add Rule 20(d) Official Fee (\$110.00)	\$	
II TOTTIMIA DISOLAMIO	onorosou, ada rearo 20(a) ornorar 1 eo (#110.00 <i>)</i>	Ψ	
	• 	SUBTOTAL:	\$	
If "amall antity" youifia	d statement filed [] marriavals	SUBTOTAL:	\$	
	ed statement filed [] previously,	SUBTOTAL:	\$	
	ed statement filed [] previously, e-half (½) of subtotal and subtract	SUBTOTAL:	\$ \$	
		SUBTOTAL: TOTAL:	\$ \$ \$	
[] herewith, enter one		•	\$	
		•	\$	
Other:	e-half (1/2) of subtotal and subtract	TOTAL: TOTAL FEE ENCLOSED:	\$\$ \$\$ \$\$	
Other: The Commissioner is h	e-half (½) of subtotal and subtract sereby authorized to charge any fee spec	TOTAL: TOTAL FEE ENCLOSED: ifically authorized hereafter, or a	\$	
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Other: The Commissioner is h the fee(s) filed, or asset hereafter, and which m	e-half (½) of subtotal and subtract sereby authorized to charge any fee spected to be filed, or which should have be ay be required under Rules 16-18 (defic	TOTAL: TOTAL FEE ENCLOSED: ifically authorized hereafter, or a en filed herewith or concerning a iency only) now or hereafter rela	\$	
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ATTORNEY DOCKET NO.: <u>SSM-9</u> (formerly 51207-1070)

IN THE UNITED STATES PATENT AND TRADEMARK OFFICE

In re Application of:	Jochen Kappel et al.) Examiner: Lynda C. Jasmin
Serial No.:	09/819,446) Group Art Unit: 3627
Filed:	March 28, 2001) Our Client ID No.: 22827
Confirmation No.:	2724	Our Account No. 04-1403
For: Customer Care and Billing System		-
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RESPONSE IN ACCORDANCE WITH 37 C.F.R. §1.111

Commissioner of Patents U.S. Patent and Trademark Office Post Office Box 1450 Alexandria, VA 22313-1450

Honorable Commissioner:

Pursuant to 37 C.F.R. §1.111(a) and in response to the Office Action of May 19, 2005, Applicants respectfully request reconsideration and allowance of the subject application, based on the remarks set forth herein. In accordance with 37 C.F.R. §1.121, the present response includes a REMARKS section that begins on the following page.